UNITED NATIONS
ECONOMIC AND SOCIAL COUNCIL

Distr.
LIMITED

E/ECA/CMU/34
November 1989

ENGLISH
Original: FRENCH

ECONOMIC COMMISSION FOR AFRICA

METHODS OF CONTROLLING MAIL ROUTEINGS

Programme element
6.4 iib

TABLE OF CONTENTS

		Page
I.	GENERAL CONSIDERATION	1
II.	OBJECTIVES	2
III.	CONDITIONS FOR IMPROVING MAIL ROUTEINGS IN AFRICA	3
IV.	GENERAL BACKGROUND ON THE ORGANIZATION AND MONITORING OF MAIL ROUTEINGS	15
V.	THE VARIOUS CONTROLS	23
VI.	MAJOR CONTROL POINTS FOR ENSURING QUALITY SERVICE	30
VII.	CONCLUSION	34
	COMPARATIVE MAIL ROUTEING AND DELIVERY TABLE ESTABLISHED ON THE BASIS OF THE TESTS CONDUCTED BY PAPU IN 1986 AND 1987	35

I. GENERAL CONSIDERATIONS

It is today generally agreed that postal services play an important role in the economic and social development of a country. Apart from their basic role as infrastructure for information exchange in the public and private sectors and in the exchange of commodities, postal services may also be judiciously used to provide social services, especially in the rural areas, and to mobilize small savings.

Mail services both in Africa and elsewhere, are universal given the fact that they are interconnected internationally and that they transcend national regional and international frontiers. The convention of the Universal Postal Union which guides and governs the development of international services makes them universal. However, in African countries, the universality of the mail service has not prevailed given the lack of infrastructure in mail sorting, transit and exchange offices, resulting in the limiting or restricting of international mail flow both at the departure and arrival points.

In spite of efforts deployed in certain countries, it is evident that postal services have not developed at the same rate as the other sectors. Their coverage is often insufficient, especially in the peripheral areas and in certain important towns. Each country may have its specific problems, but to meet their basic needs, countries should strive to fulfil the following conditions:

- Improvement of existing material conditions;
- Construction and equipment of new installations aimed at meeting the need of users;
- Establishment of equipped sorting and transit centres at connection points in order to ensure rapid despatch of mail;
- Expansion of rural postal networks by creating mobile or permanent post offices in rural areas;
- Substantial improvement of mail despatch facilities;
- Increasing the fleet of postal vehicles and improving maintenance facilities;
- Replacement of obsolete equipment;
- Development of human resources both at the operating and management levels.

II. OBJECTIVES

In all countries of the world, whatever the level of development, economic or political system, the postal service is public. Its activity should therefore aim at meeting public needs. Since users of postal services are equal before it, they should benefit from the same services and tariffs irrespective of the cost of services offered. Such a public status requires the postal service to develope its operations in a harmonious and balanced form so as to render an impartial service to the whole society.

1. It follows from the above consideration that, nationally, the post should contribute towards to stimulating the economic, social and cultural life of the rural areas. Africa though undergoing urbanization, the bulk of its people still live in rural areas, hence the development objectives of the post should be to improve its services to the rural folk. The importance and efficiency of its activity depend, to some extent on the existence of adequate infrastructure to meet the double objective of providing an optimal service to the user and, at a much reduced cost, to the collectivity.

2. When one talks of postal administration, the first thing that comes to mind is the letter post. In fact, postal relations play a major role in exchanges, both within a country and in the country's relations with the outside world. Thus, at the regional and subregional levels, postal exchanges among African States urgently require an organized and co-ordinated network in order to avoid long and costly triangular routeing through Europe. Projects for setting up regional transit centres are aimed at organizing the meeting points of such networks.

All that requires a huge capital investment. Postal administrations are generally aware of the problems and the necessary solutions, but owing to lack of resources, they are never able to act. By its very nature, the postal service is a capital-intensive activity, requiring a minimum of physical infrastructure to ensure good services. The cost of the services are mostly determined by social rather than commercial factors. Given the fact that the performance of investment in this sector is mainly economic and social rather than financial, development programmes are usually unable to mobilize enough capital. The postal systems themselves are unable to make enough surplus to invest in development activities and they are sometimes even dependent on State grants. Hence, national development plans only give a minor priority to postal services in terms of budget allocation.

In order to truly overcome this pitiable obstacle for almost all African countries, it is certainly necessary to find a new, quick and efficient mode of financing.

Specific suggestions such as the following appear necessary.

(a) Accurate definition of the sphere of activity of each regional transit centre, taken into account existing or future planned connections;

(b) Establishing the role of each of the centres with regard to:

- closed mail despatch
- open mail despatch
- air-mail despatch
- surface mail despatch
- despatch by maritime and air containers.

This will have to be accomplished with a spirit of international co-operation by making efforts to overcome obstacles posed by borders created by the viscissitudes of history and which the weakness of postal administrations only perpetuate;

(c) Create, as soon as possible, regional transit centres which should be provided with the necessary premises, vehicles, transhipment facilities and skilled personnel.

III. CONDITIONS FOR IMPROVING MAIL ROUTEINGS IN AFRICA

(a) Definition

Mail routeings involve the following operations:

- Posting and collection of mail items;
- Facing up and stamping;
- Sorting and classification of mail;
- Enveloping and making up of items;
- Despatching of items;
- Transportation of mail items
- Receipt and opening of mail bags

Since the major role of the postal service is to send mail items to addresses, this public service is obliged to provide its customers with a very efficient service all the more as it has monopoly of the transportation of a certain category of mail.

For the postal service to be efficient and to enjoy public confidence, it must utilize the most rapid, most regular and most reliable means of transport.

(b) Observations

The following are the diagnosis of the problems of postal services in Africa:

- Poor exchanges between African countries;
- Numerous physical and non-physical obstacles to the development of exchanges;
- Access routes permiting exchanges in the interior of countries and with neighbouring countries are rare and unsafe;
- Unfavourable geographical location of certain isolated countries;
- Poor investment potential;
- Lack of training and underutilization of staff;
- Improper operation of sorting and transit centres;
- Poor co-ordination between transport and postal services, often accompanied by lack of co-operation;
- Lack of contacts between postal administrations especially between administrations not belonging to the same linguistic or monetary zones;
- Inadequate monitoring of mail routeing channels.

All the above factors directly and negatively affect the quality of mail routeings in Africa, which are thus characterized by the following:

- Unacceptably long routeing time;
- Irregularity;
- Inadequate or complete lack of networks;
- Insufficient number of subregional transit centres,
- Multiplicity of transhipments, which affects the rapidity and safety of items;
- Negligence of possible transit points resulting in a lack of co-ordination of resources and information on the existing connections and transit facilities;

- Triangular and particularly long and costly routeings;

- Non-physical obstacles such as sluggishness of customs administrations and censorship measures, which considerably impede the smooth rendering of services.

(c) The case of isolated or land-locked countries

Apart from the above-listed anomalies there are also other specific problems affecting isolated countries as a result of their seclusion, such as:

- Problems of time-length for mail despatch, mail storage and safety;

- Insufficiency of transport and maintenance facilities;

- Improper functioning of postal and customs services;

- Problems sometimes resulting from disrupting political relations between neighbouring countries;

- Problems related to transportation costs;

- Quantitative and qualitative inadequacy of staff of transit centres.

Such difficulties which have immediate repercussions on the services of the isolated countries also affect the postal relations between the isolated countires and other African countries.

2. General organization of mail routeings in Africa

General points on traffic.

The organization of a good routeing service depends on a certain number of data and, most especially, on such traffic information as the following:

- Nature of items to be transported;

- Quantity and packing;

- Transportation distance;

- Countries to be covered;

- Length of routeing time.

In the context of inter-African relations, the following observations can be made: Generally speaking, traffic exchange among African countries

is small and sometimes non-existent among many African countries. This is as a result of the lack of economic, social and cultural integration of African countries, which remain isolated from one another.

All African countries were colonies of European countries which had subjugated them to their own economies; hence, the bulk of international postal traffic in Africa, today, is between Africa and Europe, such that:

- the absence of interdependence between African economies is, therefore, one of the reasons for insufficient exchange of goods and services between them;

- the difficulty of social and cultural exchanges between them is also one of the causes of poor traffic;

- the insufficiency of means of transport between African countries makes them all rather isolated from one another, and such a situation does not make for increase in postal traffic;

- the maintenance and strengthening of economic, commercial and industrial relations with Europe more than 25 years after the creation of the Organization of African Unity (OAU) and 30 years after that of the Economic Commission for Africa (ECA), has contributed to the poor relations and economic interdependence between African countries, and so has slowed down the development of transport networks and other facilities between them.

It follows from the foregoing observations that African countries generally receive more mail than they despatch.

Transit traffic through African countries are mainly from outside Africa.

Consequently, any improvement to mail sorting and transit infrastructure as well as increase in the staff strength of transit centres benefit the foreign sending countires more.

An overall organization of mail routeings in Africa will depend on knowledge of these facts, although the post also has to tackle the problem of dependence, in terms of transport, with regard to trasport enterprises.

(b) Mail transport

If, for the internal routeing of mail, the post has its own fleet of vehicles, then for international transportation - be it at the level of the African region, subregions or at the world level - it depends on the adequate or inadequate operation of independent transport companies, such as airline, road transport, shipping and railway companies.

A State-controlled mail routeing service has the advantage of the flexibility and regularity since the postal service has every freedom to organize it in line with its own needs.

However, the maintenance and replacement of vehicles pose serious problems and require huge investments and rigorous planning to suit set objectives.

Resorting to foreign postal enterprises has inverse advantages and disadvantages, for while acquisition, maintenance and replacement of vehicles are avoided, contracts are not always respected. Moreover, the routes covered by private transporters sometimes do not include isolated areas, as would a public service.

If, in terms of international transportation, the post has no choice but to resort to transport companies for its internal service, it, on the contrary, has the right to choose the means it considered most suited to its needs by making the best of existing structures; since the system of each country has its peculiarities, it is not possible to give a general conclusion, in favour of any one system, whether State-controlled or by contract.

The organizing of mail routeing should take all these facts into account, and improving routeing should involve the following:

- Improvement of existing installed equipment;
- Construction and equipment of centres provided with new installations to meet the growing needs of users;
- Setting up of sorting and transit centres well equipped and carefully located at connection points, air-routes and road crossings, for rapid transportation;
- Improvement of mail despatch facilities;
- Increasing means of postal transport and improving maintenance installations;
- Promotion of private transportation of mail;
- Replacement of obsolete equipment;
- Development of human resources, both in terms of operation and of management.

(c) The problem posed by mail routeings in Africa

For sending countries, this problem consists in collecting mail items, sorting them and despatching them to their destination offices when there

are direct links, or to transit centres when there is no direct link.

It is evident that the objectives of all mail routeing in Africa and elsewhere, are:

- Rapidity: this means using the most rapid means of transportation, via the shortest routes and with the minimum number of handlings, so that the item can be carried to its destination within the shortest time possible;

- Safety: which means ensuring that the entire contents of the mail despatch are safe until they are delivered to their addresses. Safety measures should therefore be applied to the mail item right from its posting at the Post Office, during the different handlings in the course of its transportation and handing over at the transit centres or post office of destination;

- Regularity: which involves despatching mail to reach offices of destination regularly on the days and possibly times fixed, in accordance with the quality objectives earlier established;

- That the routeing should be done at a reduced cost, that is, at a reasonable cost for both the administration and the public.

(d) Communication routes

Whatever the level of development of our countries, each has a water, road, rail and air transport network, which the postal adminsitrations should fully exploit for mail routeing. This means that in order to achieve the goals of rapidity, regularity, and safety of mail despatch, postal administrations should take into account the various means of transport available, bearing in mind, also, that the cost of transportation is a decisive factor in the choice of means of transport.

(e) Characteristics of the means of transport

The means of transport in Africa are very insufficient, irregular, slow, expensive and not very safe owing to the region's topography (deserts, swamps, forests, excessive rains, to mention but a few). Most of the routes are in bad state, their construction and maintenance difficult and very expensive. In addition to this, vehicles deteriorate very rapidly.

Since a number of African countries are land-locked, air transport is very important and plays a major role in the transporting of mail, both at the subregional and regional levels.

Moreover, given the low rate of development and lack of economic integration of African countries, existing air networks are sparse and airlines are often North-South and South-North oriented.

3. Mail exchange via air

3.1 General background

The base of every organization involved in the transportaiton of air mail is a good information exchange with the other parties concerned. It is therefore vital to establish in every post office:

- regular contacts with the foreign postal adminsitrations on which air-mail transhipment airports rely;
- a close co-operation with the airline companies used; and
- a close co-operation with exchange offices, which handle the mail.

As with surface mail, air mail should be transported bearing in mind safety, regularity and rapidity principles as well as the choice of the most economical routes, that is, the shortest routes possible.

3.2 Characteristics of air mail routeing

Intra-African networks are still sparse and the numerous internal and external postal anomalies outlined by UPU during the First Conference on Mail Routeings in Africa have impeded considerably the operation of the service. The nomalies listed include:

- internal causes which are:
  - poor organization of work in the sorting and transit centres;
  - insufficient utilization of existing means of transport;
  - obsoleteness of existing infrastructure, especially buildings used as sorting and transit centres;
  - lack of monitoring of mail despatch and transhipment processes;
  - quick recourse to triangular routeing;
  - lack of sorting operations in certain mail exchange offices located within airports;
  - inadequate training of personnel deployed to mail routeing services;

. lack of co-operation between postal administrations.

- the external causes of the anomalies are:

. the geophysical situation of the African continent, giving rise to the predominance of South-North and North-South air traffic over horizontal East-West traffic within the continent,

. confusions in the names of countries, resulting in wrong routeing of mail;

. lack of priority to mail by transporters;

. considerable delays caused by security measures in certain countries.

In spite of these difficulties, the use of air transport for mail routeing in Africa is still more efficient than by other means, owing to the topography and geography of the African continent. In 1978, for example, the International Civil Aviation Organization (ICAO) stated that 65 per cent of mail routeing within Africa is by air, as against an average of 25 per cent in the rest of the world. It can, therefore, be said that Africa has a much greater need for air services than the other regions of the world.

3.3 Routeing schedule

A routeing schedule makes it possible to define the theoretical quality of routeings with regard to routeing and delivery time. Therefore, when developing a routeing schedule for a selected destination, it is necessary to establish quality objectives for the routeing, that is, a relatively long routeing and delivery time, depending on the distance between the city of origin and that of destination, bearing in mind the density of the air network linking them. A good documentation is therefore imperative.

Priority should be given to the compilation of a list of all airlines serving the area in question and such a list should be continuously updated.

3.4 Documentation

The following documentation is indispensable for the service responsible for establishing routeing schedules:

- constitution, convention and arrangements of UPU, as well as regulations on the implementation of the convention and arrangements;

- the general AVI list of postal services;

- the ABC (World Airways Guide) or other similar documents;

- specific agreements signed with other countries;

- the CP 21 tables;

- all information on mail routeing in other countries, such as those published by PAPU on the operations of selected transit centres in Africa.

3.5 Use of networks by postal administrations

Postal administration should systematically seek contacts with the various airline companies, as this would enable them to better organize mail routeings. They would thus be able to fully utilize available means of transport within inter-African relations and thereby avoid triangular routeings.

On the basis of information obtained on all inter-African flights, postal administrations should:

- prepare a theoretical schedule of possible air links between the airport of departure and country of destination of mail;

- calculate the air-mail distance used in calculating air transport fares;

- calculate the transport fair for each link;

- select the air-links that meet the criterion of regularity, safety, rapidity and most economic cost.

Observation of these principles alone would not necessarily lead to good routeings in all cases.

3.6 Impediments to routeing improvement

These are:

- inadequate infrastructures, such as improper location of sorting and transit centres, or their operating within unsuitable premises;

- centres operating with timetables not harmonized with that of air traffic, or following empirical working methods which appear to indicate inadequate training on the part of staff of such centres;

- poor transhipment operations such as lack of prompt taking over of mail by postal services and delivery of same with all due care;

- lack of establishment within airport premises of a mail transhipment service under the postal administration, which is very vital;

- wide dispartity in the application of transit rates for the same distance within two countries, a phenomenon which indicates a lack of consultation among postal adminsitrations, and which should, by all means, be avoided;

- insufficient diversification of airline companies used by postal services, sometimes owing to government directives restricting mail courrier services to national companies;

- frequent undermining of the principle of priority to mail by certain airline companies,

- frequent overlooking of the all-important monitoring of mail sorting and transport operations; and

- poor co-ordination and lack of co-operation between transport and postal services.

But one of the major causes of disorder in mail routeing services is the poor operation of transit centres.

3.7 Transit Centres

Lack of integration between economies of African countries, and the resultant low exchang flows do not allow for planning direct air links between all African countries.

Developing inter-african mail routeing schedules will depend on the existance of transit centres in the various subregions of the continent. In fact, all countries depend on such air transport links for their exchanges. Unfortunately, apart from the fact that there are not enough sufficiently equipped transit centres to handle traffic flow, UPU has listed a number of drawbacks associated with those existing, and these are as follows:

- They constitute bottlenecks leading to mail pile-up, delayal, deterioration and loss;

- They are often installed in cramped, under-equipped and inadequately documented premises;

- They are often manned by insufficiently trained staffs and the work is not adapted to suit traffic requirements;

- Their field of action is often improperly defined; and

- They do not adequately play their role as transit centres in accordance with the International Postal Convention and in the spirit of inter-African co-operation.

3.8 Operation of the transit centres

We have already indicated the obstacles to the improvement of mail routeings which are mainly either insufficiency of infrastructure in the centes or inadequacy of transhipment operations; in fact, it is unfortunate that mail bags travel thousands of kilometres in a few hours only to be abandoned for days or weeks in transit airports by the sol design of the management of such centres. The lack of harmony between the operating time of these centres and the arrival and departure times of air traffic, the empirical and archaic working methods which do not make for good organization of work of the transit centres all constitute points to be taken into account in choosing transit centres in the routeing schedule.

PAPU has conducted important studies on the operation of African transit centres, and postal administrations are requested to refer to the documents published by PAPU as part of the inter-African routeing plan.

3.9 Quality of mail routeing services

It is vital to take into account the complaints of users, when they express dissatisfaction with the postal services offered them.

Such complaints are mainly on delays in the despatch of mail items, their loss, damage and plunder as well as on high cost of routeing services. This brings to mind the triple requirement of rapidity, safety, regularity as well as minimum cost price which must be observed in mail routeing services.

Postal administrations should therefore strive to monitor periodically, if not permanently, the quality of mail routeing services. To this end, they have already been recommended to:

- regularly exchange information and documentation with one another on the organization of their routeings, especially routeing schedules, facilities and remunerations;

- avoid transiting through other continents and to use, systematically, except in a few necessary cases, short and less cumbersome African routes;

- develop and regularly revise their routeing schedule, bringing them into harmony with those of other countries;

- establish quality routeing objectives that will take into account the need to reduce to a minimum the required time for mail sorting, despatch and distribution exercises;

- improve the quality of transit services in national sorting centres and regional transit centres through the monitoring of services and the training of executing staff;

- create a unit that would regularly control the quality of international routeing to allow for fault detection and progress evaluation (Resolution 2 of the First Conference on Mail Routeings in Africa).

4. Summary

4.1 Improving mail routeings in Africa and ensuring quality service depend on several factors:

- a good general organization of work in the sorting and transit centres;

- providing sorting and transit centres with qualified personnel in sufficient numbers;

- making the sorting and transit centres operational by expanding and adequately equipping them;

- provision of transport and transhipment facilities;

- availability of efficient means of transport in sufficient numbers between countries;

- constant updating of mail routeing time-tables and plans;

- co-operation between postal administrations and air transport companies;

- continuous control of work.

4.2 Recommendation

The role of PAPU and the restricted African inions is inter alia to ensure the quality of mail routeings in Afrlca and to this end, the union should:

- establish quality objectives;

- facilitate co-ordination of routeing schedules by disseminating information on the means of transport linking African countries, on the operations of regional transit centes and on their staffing and equipment position;

- continously evaluate the routeing system in Africa. Postal

administrations are therefore requested to:

- regularly provide PAPU with their routeing schedules and whatever revisions might have taken place therein;

- choose for the service of the various African subregions one or more efficient transit centres;

- communicate to PAPU their observations on the eficiency of the transit centres in use;

- use control or evidence letters to monitor the quality of routeings, and communicate the results to PAPU for dissemination.

IV. GENERAL BACKGROUND ON THE ORGANIZATION AND MONITORING OF MAIL ROUTEINGS

1. Principles governing air mail exchange

Postal administraitons should do all in their power to avoid triangular routeing as such practice is costly and involves foreign exchange. Routeing costs can be determined correctly on the basis of documents AV3, AV4, and AV5. It will be prudent to reduce routeing distance as much as possible, as this influencies essentially the costs of air-mail transport.

The trial note C27 should be used to determine the most rapid routes for air-mail transport.

Air-mail must be rapidly routed and hence

- should be given priority treatment;

- customs operations on air-mail should be accelerated;

- the time between their posting and their delivery at the airport of destination should be reduced.

2. The role of postal services departments

Given the fact that air-mail transport is of prime importance to each administration, it is indispensable that the postal services administration in each country should give general directives and ensure that routeings are done with speed and despatch. A good deal of routeing can only be achieved through:

- a close co-operation with national and other airline companies used;

- regular contacts with foreign postal administrations on which transhipment airports depend, and which are responsible for re-routeing mail going to other destinations;

- a close co-operation with the exchange offices to ensure proper sorting and handling of mail.

On the other hand, air-mail routeing should be completely revised at least twice every year, in April and November to suit air-transport time-tables. Since transport time-tables change frequently over the years, mail services should be very vigilant in order to continously ensure proper routeing.

Apart from these questions on internal and external mail routeing the department is responsible for conducting a number of general studies such areas as:

- tabulation of transportation costs;
- fixing of tariff for air surcharges;
- payment of companies;
- establishment of service documents;
- accounting,
- preparation of meetings with mail transporters.

3. Offices of exchange

General background

The Departments in charge of postal administration designate the offices which should handle the centralization of air-mail items for despatch abroad, and decide on the establishment, composition or suppression of mail.

The Departments determine the routeing of items and the frequency of despatch. The office in charge of air-mail centralization is often the same as the office of exchange.

The sector in charge of routeing of transit air-mail correspondences and air-mail despatch operates almost on an autonomous basis within transit centres. In order to avoid the mixing of air-mail correspondences and ordinary mail, the air services are provided with their own facilities, such as sorting presses and bags in addition to skilled staff.

The role of the offices of exchange are as follows:

- at departure: centralization of mail meant for despatch by air, their preparation and handling over to airline agents;
- on arrival: receipt and opening of air-mail and re-routing of transit air-mail.

The airmail exchange offices should take all the necessary measures to ensure that priority is given to mail.

Their work should beqeared to the following objectives:

- To give priority treatment to air-mail;
- To accelerate air-mail receipt, gathering and re-routeing;
- To harminizing air-mail closing time with airline departure time;
- To facilitate customs operations on mail addressed to their countries.

Operations to be carried out

The exchange offices are responsible for:

- air-mail handling and despatch, involving their making up numbering, certification and weight verification, delivery for despatch, establishment and verification of the AV7 bills, measures in case of such disruptions as cancellation of direct flights, deviation or wrong routeing.
- the receipt of mail and such other activities as the establishment of AV7 bills in the absence of delivery bills, verification of the contents of bags and return of empty bags.

Indicators for arriving air-mail

The necessary information in this regard are as follows:

- country of origin of mail;
- arrival date, time, and carrier
- airport from which the mail received is coming;
- destination of direct and transit mail;
- re-routing conditions (day, time, carrier).

Actions recommended by the First Conference on Mail Routings in Africa

The Conference was held in 1981, and since then, hardly had any action been taken to maximize postal services. It is, therefore, unnecessary to cite any such actions for postal administrations, restricted unions and the postal administrations/airline companies permanent contact committee.

What is expected of postal administrations

- to carry out a comprehensive census of all possible ways and means of utilizing air routes by airlines;

- to study all the relevant economic and operational implications and fix the time-table for implementing such possibilities with regard to airline companies;

- to communicate the initiatives and achievements to PAPU and other African restricted unions;

- to establish the necessary contacts for the optimal use of air connections serving international airports;

- to communicate to the African restricted unions the initiatives taken results obtained and difficulties faced in this regard; and

- to ensure the implementation of the recommendations made by the various congresses of UPU on the acceleration of mail handling in airports.

What is expected of the restricted unions

- to collect information from the administrations on initiatives and actions aimed at maximizing and making the fullest use of air connections;

- to analyse such information and to disseminate same to African postal administrations; and

- to prepare a general report on the actions taken and the progress made, for transmission to the administrations.

What is expected of the contact committee

- to study air-mail questions of general interest in co-operation with AFRAA; and

- to prepare a prototype agreement in co-operation with AFRAA on the maximal utilization of air routes.

4. International airways services and quality control

General background

It is not enough to properly organize routeing services and to establish the necessary documentation. Postal administrations should also ensure that the service rules and quality objectives are complied with and followed up by the executing agents.

A continous control is required in order to detect routeing faults and improve the quality of services.

Permanent contacts should be established by the authorities in charge of international routeing services with their counterpart national and international transport companies serving various countries. It is also advisable for postal administrations to be represented in transport organizations.

Means of monitoring

- use of bulleting C27 which allows for determining the most favourable routes and routeing time;
- drawing-up of a general plan for verifying transportation time in co-operation with foreign postal administrations;
- consideration of the complaints and grievances of users about routeing delays, damages and plunder.
- study of the volume of mail traffic with the view of eventually reorganizing routeing networks, either by creating or by eliminating despatches.

Control exercise

- either by the management services;
- the exchange offices; or
- the sorting and transit centres

Monitoring by the management services

This control is done by:

- sending control or evidence letters;
- examining reports of irregularities and complaints

Control by the offices of exchange and sorting and transit centres

On arrival

Critical analysis of the work of corresponding offices and verification of routeing time using date-stamps.

At departure

Examination of boxes by the sorters themselves and checking by the controllers.

Quality of service and control mechanisms

Routeing schedules make it possible to define the theoretical quality of routeings, with regard to time. Sometimes, there is a wide margin between the theoretical and real qualities. This is caused by both administrative and external factors.

Administrative factors

The quality of the sorting sometimes leaves much to be desired, because the staff is not usually mindful of the importance of air-mail. Hence, monitoring the sorting of air-mail is indispensable for ensuring quality service. It is also important that each sorter should systematically verify the contents of sorting cases so as to detect and re-route wrongly routed mail. This measure should be complemented by that of the controllers who should:

- frequently examine the contents of the cases;

- physically ascertain the contents of bags before they are closed, in order to rectify any error that might have occured during the bagging of bundles.

There are often inadequacies both in the system of organization established by management and in their execution. It is thus necessary to monitor routeing systems periodically.

External factors

Often times, the causes and responsibilities are attributable to other administrations or to airline companies.

Therefore, in order to put an end to such anomalies, it is necessary to maintain regular contacts with other postal services.

Pressure should be put on the representatives of airline companies and heads of transit centres to grant absolute priority to air-mail and refrain from their practice of delaying mail, in order to create room for other arriving mail cargo.

Remarks on the quality of mail routeing services

It is imperative to take account of the grievances of the clients who complain of unsatisfactory postal services.

Such complaints are mainly on delays in the routeing of mail items, resulting in losses, destructions and plunder. There are also complaints about high cost of services. In response to such complaints the three requirments of rapidity, regularity and safety should be ensured together

with good organization and execution of all mail routeing services.

Consequently, postal administrations should:

- regularly exchange information and documentation with one another on how to organize their mail routeing, including such aspects as routeing schedules, means of routeing, transport payments and transit costs;

- avoid transit through other continents and use systematically, except in a few necessary cases, short and easier African routes;

- develope and review their routeing schedules regularly, ensuring their conformity with those of other countries;

- establish quality routeing objectives that will ensure reduction to a minimum of mail sorting, despatch and delivery time;

- improve the quality of transit in national sorting and regional transit centres by monitoring the training of officers and executing staff;

- establish a unit that would regularly control the quality of routeings in order to detect inadequacies and evaluate progress made.

Recommendations drawn from the First Conference on Mail Routeings in Africa

The restricted unions must:

- collect documentation on postal networks and routeing schedules of countries;

- facilitate the co-ordination of such schedules by disseminating information aimed at developing a master schedule at the subregional and regional levels;

- undertake a continous evaluation of the routeing system established in Africa.

7. Conclusions on Quality of Service

The improvement of mail routeings and quality of service depends on several factors, such as:

- a good general organization of work in the sorting and transit centres;

- providing the sorting and transit centres with enough qualified staff;

- spacious and well-equipped operational sorting and transit centres;
- availability of transport and transhipment equipment;
- availability of efficient means of transport in sufficient numbers among countries;
- constant updating of routeing schedules;
- consultation between postal administrations and transport companies;
- continous control of services.

Quality objectives concerning routeing time have already been proposed by PAPU. What is left is to ensure, by continous control, that they are being properly respected (see annexed extract of Resolution 1 of the Third Conference on Mail Routeings in Africa held in Arusha from 24 September to 1 October 1976).

Contract signed with airline companies

1. Genral background

The contract is based on the following principles:

- Concession between the airline company and the government;
- Provision of the UPU convention;
- Provisions on postal secrecy.

Each contract contians such specific clauses as the following:

- Obligation to transport air-mail items;
- Nature of items such as letters and parcels;
- Method of delivery of items to the airline company;
- Mail delivery conditions;
- Provisions relating to time between the closure of mail and the take-off of planes;
- Obligation to respect postal secrecy;
- Prohibition of airline companies from transporting mail items which are subject to the monopoly of the postal services;

- Rules on the accountability of airline companies in case of loss, breakdowns or delayals;

- Measures to be taken by airline companies in case of flight cancellation or delayal, technical or human faults;

- Remuneration of airline companies;

- Provisions governing payment modalities;

- Duration of contract.

2. Relations with airline companies with regard to operation

The background document for relations with air transporters is the mail delivery bill AV7. This form makes it possible to monitor the transportation of air-mail from the airport of origin to the airport of destination.

The affixing of a date-stamp and/or a signature is necessary during transhipment of air-mail from the post office to the airline company and vice versa.

3. Accounting relations with airline companies

Accounting relations between postal administrations are based on forms AV3 and AV5 to be established on the basis of form AV7. The normal practice is for airline companies to establish forms AV3 and AV5 and send them to the postal administrations of their countries which, being the creditor postal administration, transmits the forms to the debtor postal administration.

On receipt of payment, the creditor administraiton pays the airline company.

It also often happens that by mutual agreement between postal administrations and airline companies, deductions are made directly between them.

In a bid to avoid unnecessary legal actions being taken against it, by airline companies, postal administrations strive not to delay in settling payments due to the companies as such lawsuits usually result in dampening the companies' interest in giving priority to air-mail transportation.

V. THE VARIOUS CONTROLS

1. Genral background

There is no doubt that mail routeing is of prime importance to a postal enterprise. If mail is routed rapidly, users are satisfied and in some

cases, it may even be possible to regain those senders who have resorted to private transporters for their mail despatches.

It is therefore necessary to ensure that:

- letter boxes are emptied before despatches are closed and that mail items posted at the post office counter are collectd;
- all the mail items are sorted before despatches are closed;
- missing mail items are immediately recovered;
- despatches are opened and sorted immediately after receipt;
- the sorting of letter boxes is completed within the time limit prescribed by the head of the centre.

It is also necessary to organize the services on the bases of mail arrival and departure times.

The monitoring services must:

- supervise the routeing by carrying out inspections to ensure quality service;
- be informed immediately by the post office of any problem in the exchange of mail, the need to form new despatches or to cancel them;

All these actions are aimed at attaining the highest standards of mail routeing, which are:

- regularity;
- rapidity; and
- safety.

(a) Regularity is especially required by certain enterprises which maintain close and permanent relations with their branches.

(b) Rapidity calls for both night and day transportation, network co-ordination and the avoidance of unnecessary delays of mail items in sorting centres. To attain this goal, it is necessary to adapt time-tables and officials to the real routeing needs.

(c) Safety of mail is an important aspect which postal administrations must ensure in order to retain the confidence of senders.

To attain these standards the postal administrations must:

- In the sorting centres:

. Use only bags that are in good form;

. not open a bag unless its contents are to be immediately worked on;

. not allow mail items to be scattered here and there;

. not allow the admittance of non-staff members;

- In all transportation:

. use documents that are simple, specific and free of erasures or cancellations;

. strive to use such materials as boxes, mesh bags, special towing materials and containers;

. ensure that mail being transported have been properly checked;

. avoid unnecessary transits, transhipments and handlings.

2. General objectives with regard to quality of routeing

Resolution 1 adopted by the Third Conference on Mail Routeings in Africa is on measures aimed at constantly improving mail routeings in the continent. The resolution which is a guide for attaining set quality objectives is contained in Annex 1 of the present document. Also as a guide for transhipment control is Resolution 7 of the UPU Congress held in Hamburg in 1984, the relevant text of which is contained in Annex 2 of the present document.

RESOLUTION 1

Measures aimed at constantly improving mail routeings in Africa

The Third Conference on Mail Routeings in Africa, meeting in Arusha, the United Republic of Tanzania, from 24 September to 1 October 1986,

Having taken cognizance of the report presented by the Secretary General of PAPU on the implementation of the resolutions adopted by the Conferences of Yaounde, Cameroon, in 1981 and Monrovia, Liberia in 1982 respectively,

Having heard the reports presented by the UPU consultants as well as the contributions of participants,

Having noted the ever-increasing competition among private postal transport companies in Africa,

Aware of the threats posed by this situation on the future of postal services in Africa,

Convinced that the effective and constant improvement of the quality of mail routeings in Africa remains the most effective means of combatting competition,

Recognizing that in spite of the progress achieved since 1981 the current quality of mail routeings and delivery is still inadequate,

Convinced that a more dynamic policy in this area would contribute further to the achievement of the objectives defined and set by the two conferences cited above,

Recognizing further that the management of a sorting centre calls for sustained action in terms of organization of work, training and optimal utilization of staff and available infrastructure,

Concerned by the impossible working time-table and lack of motivation of workers in the sorting centres,

Having taken note of the suggestions made by the UPU international office on the definition of quality standards for mail routeing and distribution, as well as on the creation within PAPU of a team of controllers of mail routeing and delivery,

Noting with satisfaction that UPU continues to take many actions in the organization of mail routeing, especially in the area of staff training,

Aware of the need to establish, in each country, a sufficiently structured service composed of competent, experienced and motivated staff to take charge of the organization of routeing and distribution,

1. Invites the postal administrations:

(a) to implement the resolutions of the two preceding conferences, especially those recommending training and creating awareness with regard to routeing,

(b) to communicate, if they have not yet done so, their routeing plans to PAPU;

(c) to improve mail routeing and delivery which constitute one of the major sectors of postal services,

(d) to rationalize the organization and operation of their mail sorting centres and delivery activities by deploying to the sector adequately trained and motivated staff.

- to improve the scope of service in the sorting centres;

- to use all existing networks for the transportation of mail and, to this end, take action at the level of the appropriate national authorities;

(e) to take measures both at the continental and national levels to constantly monitor routeing time and the safety of mail, and communicate their findings half-yearly to the appropriate administrations and the secretariat of UPAP to allow for the rapid implementation of the necessary measures;

(f) to establish, at the national level, routeing and distribution quality-control standards aimed at achieving the quality objectives mentioned below, for information purposes:

- internal mail routeing and delivery time (in the urban areas):

(i) In the same agglomeration:

J* to J+1

(ii) in connections between urban areas within the range of 300 kilometres:

J+1 to J+3

(iii) in connections between urban areas within a distance of 300 kilometres and beyond;

J+3 to J+5

- air-mail routeing and delivery time in international especially inter-African, connections.

(g) To set up a system for monitoring the application of the standards in reference and communicating them to the secretariat of PAPU.

(h) to appoint a national co-ordinator for mail routeings and delivery, whose role would consist mainly in ensuring the smooth progress of the services and the rapid exchange of information their counterparts in other countries, especially African countries, on the likely difficulties relating to mail transmission;

---

* J represents the day the mail is posted. The postage on Day J is possible for mail originating from and going to the same urban agglomeration and to be delivered through a letter box.

(i) To establish a team of national controllers of mail routeings and distribution, recruited from among the agents who have already had training in the field in question;

(ii) To fully utilize the guide on methods and tables for understanding mail traffic established by UPU for African countries.

2. Request the African airline companies: to co-operate with the postal administration and restricted u[illegible]ns in implementing the recommendations to be adopted by the PAPU/AFRAA Contact Committee with a view to facilitating the co-ordination and integration of national routeing networks.

3. Requests the Secretary General of PAPU:

(a) to continue to publish periodically, the compendium of routeing schedules, on the bases of information received from the administrations;

(b) to publish periodically the results of the control carried out, taking into account the established quality standards;

(c) to publish all data provided by the administrations on mail routeing and delivery at the national level;

(d) to publish as soon as possible the studies undertaken by the PAPU/AFRAA Contact Committee;

(e) to study the possibility of creating at the headquarters of the Union a mail routeing and delivery inspection service, composed of a team of qualified specialists whose responsibility will be to detect bottle-necks and help solve problems as well as improve the organization and operation of the mail transit centres;

(f) to publish a directory of national routeing and delivery co-ordinators within the postal administrations of PAPU member countries and containing, in addition to the full names of the designated personnel, their addresses, telex and telephone numbers;

(g) to organize a Fourth Conference on Mail Routeing in Africa.

4. Appeals to the international organizations, particularly UNDP and UPU, to assist in fostering technical co-operation programmes in the area of training, in favour of African countries, to allow for a better organization and more reliable mail routeing within the continent.

5. Requires UPU to study the possibility of co-operating technically and financially with PAPU in the creation of the team of mail routeing and delivery controllers, with the hope that the appropriate organs of the restricted union in reference will provide the necessary financial resources.

RESOLUTION 70 OF THE UPU CONGRESS HELD IN HAMBURG IN 1984

Direct transhipment of air mail between various airline companies

The Congress

Having seen the provision of Article 74, paragraph 4 of the Convention, signed in Rio de Janeiro in 1979, which states that if the administration of the country of origin so desires, its mail should be transhipped directly, at the transit airport, between two different airline companies, provided that the airline companies involved accept and that the administration of the transit country has been informed beforehand,

Recalling that this rule, made by the 1979 Rio de Janeiro Congress, has eliminated the obligation to secure the prior consent of the intermediary administration, in order to facilitate direct transhipment of air-mail items between various airline companies,

Recalling further that the above-mentioned congress has thus approved the practical application form for the direct transhipment of air-mail by airline companies, as agreed between the Executive Council and IATA,

Noting that owing to the frequent negligence of the provisions and the lack of clear information on the part of the sending administrations with regard to their intentions, the administrations of the intermediary countries do not often know whether or not they are to intervene with regard to transit mail, and this results in routeing delays, disagreements with company officials, and in difficulties when claims are to be made later,

Noting that the absence in the practical application forms of provisions on mail meant for direct transhipment but within it the mail delivery bill AV7 results in costly claims and delays the settling of costs where the air-mail items are not delivered to the postal administration at the transhipment airport, but are rather despatched to their destination by an airline company through the first available flight,

Instructs the International Office:

(1) To complete the studies started by the Executive Council in 1984 on the establishment of a new AV7 mail delivery bill:

- by establishing such a delivery bill, in co-operation with IATA, and taking into account the responses received from member countries of the Exectuve Council to circular No. 3419(c) 1400 issued by the International Office on 18 April 1984,

- by drawing up the guide principles for its use,

(b) To submit the proposed substitute mail delivery bill and the draft guide principles to the Executive Council, at its first session, and to communicate same to the postal administrations as soon as they are approved by the Executive Council;

(c) To include in the practical application form to be published in the annotated Acts, the guide principles for use of the substitute AV7 delivery bill.

Request the administrations to:

(a) Ensure compliance with the practical application form for the direct transhipment of air-mail by airline companies, especially with regard to prior information from the postal administrations of intermediary countries during the establishement of relations on direct transhipment of mail between differenc companies (letter B Nos. 4 and 8 of the form);

- To ensure that the first airline company to transport the mail makes all the necessary arrangements prescribed in the application form with the subsequent transporting companies, for direct transhipment without the involvement of the administraitons of the intermediary countries, including situations in which companies operate on different air terminals and airports;

- To accept, for accounting purposes, the substitute AV7 bill after its approval by the Executive Council.

VI. MAJOR CONTROL POINTS FOR ENSURING QUALITY SERVICE

1. Control at departure

1. Control points	Nature of control
- Personnel	Assumption of duty End of service Job motivation Adequate professional training Need for additional training unauthorized absence Working manner Co-operation among staff
- Orderliness and neatness	Cleaning and condition of - Furniture - Machines - Vehicles - Sorting press and drawers

- Despatch of mail	Table for "departing" mail usefulness of mail Compliance with stipulated mail closure time establishment of accompanying documents If closed mail items are still in abeyance in the office; and if so, reasons?
- Departure enclosure	Collection of mail posted at the counter Closing of parcels to be transported Rapid delivery of mail to the arrival enclosure Mail delivery at the time of change of brigade
- Sorting	Proper organization of sorting service Routeing and sorting service instruction If there is any mail lying improcessed for days; and if so, why? Rapid delivery of mail for sorting at the arrival section Frequent revision of the contents of mail boxes
- Duration of transport	If the transporting time has been exaggerated; and if so, why? Control of the time-table and contract regulations
- Postage of mail	Improperly posted mail items - Processing - Taxation
- Mail posted with Franking machine	- Control of operating machines - Genuineness of postage-paid imprints and correctness of date and rate
- Date-stamp	Control of postage imprints Control of postmark cancellations Cleaning off date-stamps Conservation of date-stamps Varification of date-stamps Verification, in line with date-stamp and routeing time instructions

2. Control on arrival

Control point	Nature of conrol
- Personnel	Assumption of duty End of service Job motiation Adequate professional training Need for additional training Unauthorized absence Working manner Co-operation among staff
Orderliness and neatness	Cleaning and condition of: - Furniture - Machines - Vehicles - Sorting press and drawers
Mail items	Table of "Arriving" mail
Receipt of mail	Examination on arrival Usefulness of mail Search to recover missing mail Transit mail Air-mail and express mail bundles Mail bag closure systems; conservation until the identification of contents Opening of mail immediately after arrival.
- Arrival section	Opening and examination of registered items Affixing of date-stamps Collection of mail Delivery of mail at the departure section If mail has been lying unattended to for days, and if so, reasons? Delivery of mail at the time of change of brigade
- Sorting	Routeing and sorting prescription Sorting rapidity If mail has been lying unattended to for days; and if so, reasons? Rapid despatch of mail at the departure section Study of traffic flows with the view of proposing the formation of direct bundles or mail
- Post office boxes	Tax collection Rapid sorting and in line with instructions Is the mail sorted late, if so, why? Examination of items contained in the box Examination of addresses

- Delivery of urgent mail (express, telegrames EMS, etc)	Delivery time Good organization of services Secrecy of mail Control of time-table and prescription of contracts
- Transportation	Length of transportation time - Detection of causes of delays on the basis of the date-stamps indications
- Change of address	If redirected mail travel regularly and rapidly
- Parcels	Processing of parcels whose despatch note is missing
- Additional boxes	Box location and size Mail-box opening/collection time Examination of postal traffic from each box

3. Monitoring by the management services

Monitoring to ensure that the sorting indicators are up to date.

Careful consideration of complaints about mail lateness and reports of irregularity.

- Examining of arriving mail in the sorting and transit centres either by receiving boxes of centres or traffic inspectors.

- Monitoring of transhipment operations and warehouses by inspectors.

- Fixing for each mail:

  - time of transhipment and arrival time at the opening cubicle
  - closing time for sorting
  - closing time for delivering despatch packets at the appropriate sections
  - closing time for departure of loaders to the platforms and air terminals.

Control is also carried out by:

- sending control letters
- on-the-spot examination of letters arriving at the centres or offices
- careful and critical examination of reports of irregularity and complaints about lateness or loss of mail items.

VII CONCLUSION

Critical and detailed examination of routings should be done at the level of each postal administration. Such an important practice would lead to the removal from many countries of obstacles often resulting from:

- historical misunderstandings leading to the closure of borders, which have remained closed even after the issues of the misunderstandings have long disappeared;

- ignorance of progress in communication routes in neighbouring countries;

- absence of continuous and dynamic consultation between isolated and coastal countries;

- complacency leading to the preservation of mediocre and costly routing networks without trying other possible routes;

- lack of local, material and other resources needed for good organization and absence of motivation in transit countries.

Analysis of the mail routing control tests conducted by PAPU shows that the quality of service in many networks in Africa is far from improving and even tend to deteriorate or stagnate. Further details on this are contained in the following pages.

COMPARATIVE MAIL ROUTEINGS AND DELIVERY TABLE
ESTABLISHED ON THE BASES OF TESTS CARRIED OUT BY PAPU

IN 1986 AND 1987

ANGOLA

Pays de destination/ Country of destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1988	
Burkina Faso	J + 32		
Burundi	J + 33		
Cameroon	J + 29		
Cape Verde	J + 14		
Comores	J + 26		
Congo	J + 21		2*
Côte d'Ivoire	J + 25		
Egypt	J + 35		
Ethiopia	J + 28		
Ghana	J + 50		
Kenya	J + 32		
Madagascar	J + 21		
Mauritania	J + 41		
Mozambique	J + 17		1*
Rwanda	J + 35		
Sao Tomé et Princip	J + 23		2*
Tanzania	J + 43		
Tunisia	J + 35		
Zaïre	J + 21		2*
Zambia	J + 14		1*

* Nombre de liaisons hebdomadaires
Number of weekly connections

J = D (day)

BENIN

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Burkina Faso	J + 16	J + 7	Aggravation des délais par rapport à ceux constatés en 1986/Deterioration in the delays as compared to those noted in 1986
Mali	J + 15	J + 8	
Mozambique	J + 25	J + 13	
Somalia	J + 17		

BOTSWANA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 19	J + 13	
Burkina Faso	J + 18	J + 37	
Cameroon	J + 21		
Cape Verde	J + 25		
Central African Rep.	J + 29		
Congo	J + 29	J + 17	
Côte d'Ivoire	J + 30	J + 31	
Guinea	J + 31		
Mozambique	J + 31	J + 24	
Sao Tome et Principe	J + 24		
Sierra Leone	J + 21	J + 21	
Zaïre	J + 81	J + 10	

BURKINA FASO

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 16		1*
Burundi	J + 24		
Cameroon	J + 17		
Egypt	J + 33		
Ghana	J + 13		
Guinea	J + 13		
Mali	J + 20	J + 7	2*
Mauritania	J + 29		
Mozambique	J + 31		
Niger	J + 11	J + 8	3*
Rwanda	J + 24		
Sao Tome et Principe	J + 39		
Sierra Leone	J + 18		
Zimbabwe	J + 25		

* Nombre de liaisons hebdomadaires/
Number of weekly connections

J = D (days)

BURUNDI

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Burundi	J + 34		
Cameroon	J + 14		
Central African Rep.	J + 25	J + 13	
Congo	J + 32		
Côte d'Ivoire	J + 17		
Ethiopia	J + 18		
Ghana	J + 19		
Niger	J + 17		
Nigeria	J + 17	J + 14	
Sao Tome et Principe	J + 28		
Sierra Leone	J + 62		

CAEP VERDE

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 18		
Congo	J + 17		
Côte d'Ivoire	J + 11		
Ghana	J + 28		
Mauritania	J + 21		
Zambia	J + 28		

COMOROS

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Congo	J + 32	J + 19	
Côte d'Ivoire	J + 16		
Kenya	J + 11	J + 1.	
Mozambique	J + 19	J + 1.	
Sierra Leone	J + 25		
Swaziland	J + 24	J + 16	

CONGO

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Burundi	J + 21	J + 13	
Djibouti	J + 21		
Ethiopia	J + 15	J + 13	
Ghana	J + 22		1*
Guinea	J + 39	J + 3	
Kenya	J + 21	J + 12	2*
Lesotho	J + 72		
Malawi	J + 76		
Rwanda	J + 25	J + 20	
Swaziland	J + 59	J + 14	
Tunisia	J + 16	J + 9	
Uganda	J + 20		
Zaïre	J + 15		

* Nombre de liaisons hebdomadaires
Number of weekly connections

J = D (days)

COTE D'IVOIRE

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total mail routeing and Delivery Time		Remarks
	1987	1986	
Côte d'Ivoire	J + 24		
Botswana	J + 26	J + 12	
Burkina Faso	J + 12	J + 10	3*
Cameroon	J + 14		
Cape Verde	J + 15		
Central African Rep.	J + 16	J + 10	1*
Comoros	J + 17	J + 12	
Congo	J + 26	J + 15	5*
Ethiopia	J + 10	J + 6	5*
Liberia	J + 20	J + 15	5*
Madagascar	J + 14	J + 10	
Mali	J + 17	J +	4*
Mauritania	J + 15		2*
Mozambique	J + 33		
Nigeria	J + 13	J + 13	6*
Senegal	J + 12		Liaison quot/
Somalia	J + 17	J + 15	daily connec.
Uganda	J + 18	J + 18	
Zaïre	J + 15	J + 7	

* Nombre de liaisons hebdomadaires
Number of weekly connections
J = D (days)

DJIBOUTI

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Burkina Faso	J + 19	J + 10	
Kenya	J + 11		
Mauritania	J + 20		
Nigeria	J + 18		

ETHIOPIA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Angola	J + 20		
Burkina Faso	J + 18	J + 16	
Equatorial Guinea	J + 30	J + 27	
Mali	J + 19	J + 17	
Mauritania	J + 25		
Mozambique	J + 15		

GABON

Pays de destination/ Country of Destination	Delai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Comoros	J + 17	J + 10	
Congo	J + 13		3 *
Ghana	J + 14		
Kenya	J + 13	J + 21	2* Via Douala
Nigeria	J + 13		3 *

* Nombre de liaisons hebdomadaires
Number of weekly connections
J = D (days)

GUINEA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Cameroon	J + 14		1 *
Congo	J + 35	J + 42	1 *
Ethiopia	J + 14	J + 15	
Ghana	J + 56		
Kenya	J + 14		
Swaziland	J + 20		
Tanzania	J + 20	J + 21	
Zaïre	J + 3		1 *

* Nombre de liaisons hebdomadaires
Number of weekly connections

J = D (days)

GUINEA BISSAU

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		
	1987	1986	Remarks
Botswana	J + 26	J + 13	
Burkina Faso	J + 23	J + 6	
Cameroun	J + 15		
Rwanda	J + 25	J + 13	
Swaziland	J + 26		
Tanzania	J + 25	J + 13	
Uganda	J + 20		
Zaire	J + 25	J + 13	
Zambia	J + 16	J + 13	

EQUATORIAL GUINEA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		
	1987	1986	Remarks
Tanzania	J + 32		

KENYA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Burkina Faso	J + 22	J + 22	
Cameroon	J + 13		
Côte d'Ivoire	J + 12	J + 22	1 *
Ghana	J + 13	J + 13	3 *
Madagascar	J + 12	J + 2	3 *
Mozambique	J + 25	J + 21	
Sierra Leone	J + 15	J + 18	
Uganda	J + 8	J + 5	6 *
Zimbabwe	J + 15	J + 5	5 *

* Nombre de liaisons hebdomadaires
Number of weekly connections
J = D (days)

Pays de destination/ Country of Destination	Délai total d'acheminement et de livraison/ Total transit and delivery time		Remarques
	Delivery Time		
	1987	1988	
Liberia	J + 25	J + 30	
Malawi	J + 10	J + 15	
Mozambique	J + 20		
Sierra Leone	J + 22	J + 25	

ANNEX I

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Handling and Delivery Time		Remarks
	1987	1986	
Algeria	J + 10		
Burkina Faso	J + 2		
Ethiopia	J + 10		
Sierra Leone	J + 10	J + 7	*
Zaire	J + 7		

* Number of incoming international
Number of hourly connections
1 = D (Yes)

MADAGASCAR

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Central African Rep.	J + 21	J + 16	
Mozambique	J + 20	J + 22	
Rwanda	J + 17	J + 8	

MALAWI

Pays de Destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 36		
Angola	J + 22		
Burkina Faso	J + 18	J + 25	
Cameroon	J + 18		
Comoros	J + 19		
Congo	J + 30	J + 31	
Ghana	J + 21	J + 22	
Equatorial Guinea	J + 24	J + 25	
Liberia	J + 21	J + 15	
Niger	J + 21	J + 18	
Rwanda	J + 16	J + 17	
Sierra Leone	J + 19	J + 18	
Tunisia	J + 32	J + 25	

MALI

Pays de destination/ Country of Destination	Délai total d'acheminement de bout en bout/Total full transit time Delivery Time		Remarks
	1987	1988	
Algeria	J + 17		1 *
Central African Rep	J + 35		
Congo	J + 23		2 *
Ghana	J + 21		
Mauritania	J + 16		
Sierra Leone	J + 1		
Swaziland	J + 52		
Uganda	J + 1		
Zaire	J + 33		
Zambia	J + 72		

* Nombre de liaisons hebdomadaires/
Number of weekly connections
J = D (Days)

MOZAMBIQUE

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total mail routeing and Delivery Time		Remarks
	1987	1 36	
Angola	J + 13		1 *
Comores	J + 20	J + 16	
Congo	J + 35		
Kenya	J + 25	J + 7	
Madagascar	J + 20		
Mali	J + 20	J + 7	
Mauritanie	J + 26		
Sao Tomé et Principe	J + 17		
Zaire	J + 30		
Zimbabwe	J + 17		

* Nombre de liaisons hebdomadaires
Number of weekly connections
J = D (Days)

NIGER

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Congo	J + 20	J + 20	
Mali	J + 11	J + 11	3 *
Mauritania	J + 25		1 *
Mozambique	J + 21		
Nigeria	J + 1		
Sao Tome et Principe	J + 22		
Somalia	J + 39		
Tunisia	J + 17	J + 12	
Zimbabwe	J + 22	J + 31	

* Nombre de liaisons hebdomadaires
Number of weekly connections
J = D (Days)

NIGERIA

Pays de Destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Botswana	J + 20	J + 8	
Burundi	J + 20		
Congo	J + 28		3 *
Kenya	J + 19		3 *
Lesotho	J + 31		
Malawi	J + 23	J + 12	
Uganda	J + 20		
Zimbabwe	J + 19	J + 8	

* Nombre de liaisons hebdomadaires/
Number of weekly connections

J = D (days)

RWANDA

Pays de Destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 27		
Central African Rep.	J + 34	J + 21	
Mauritania	J + 18		
Niger	J + 23	J + 8	
Nigeria	J + 21	J +11	
Tunisia	J + 22		

SENEGAL

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Burkina Faso	J + 20	J + 10	1 *
Central African Rep.	J + 21		

* Nombre de liaisons hebdomadaires
Number of weekly connections
J = D (days)

SIERRA LEONE

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 26		
Burkina Faso	J + 21		
Burundi	J + 20		
Comoros	J + 18		
Congo	J + 21		
Ethiopia	J + 16		
Gabon	J + 26		
Kenya	J + 26		
Mozambique	J + 28		
Niger	J + 23		
Somalia	J + 25		
Swaziland	J + 13		
Tanzania	J + 25		
Uganda	J + 23		
Zambia	J + 18		

SOMALIA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1985	
Cameroon	J + 57		
Congo	J + 35		
Côte d'Ivoire	J + 23		
Ghana	J + 65	J + 16	
Nigeria	J + 28	J + 23	
Tanzania	J + 28	J + 15	
Tunisia	J + 17	J + 9	
Zaïre	J + 28		
Zambia	J + 17		
Zimbabwe	J + 15	J + 15	

SOUDAN

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Cameroon	J + 35		
Congo	J + 21		
Côte d'Ivoire	J + 19		
Gabon	J + 35		
Ghana	J + 36		
Guinea	J + 35		
Mali	J + 39		
Mauritania	J + 38		
Niger	J + 27		
Uganda	J + 20		

SWAZILAND

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		
	1987	1986	Remarks
Angola	J + 31		
Botswana	J + 14	J + 7	
Cameroun	J + 2		
Cape Verde	J + 21		
Central African Rep.	J + 27	J + 1	
Comores	J + 15	J + 5	
Congo	J + 12		
Côte d'Ivoire	J + 11	J + 14	
Ethiopia	J + 18		
Equatorial Guinea	J + 31		
Lesotho	J + 12		
Liberia	J + 25	J + 14	
Malawi	J + 13	J + 10	
Mali	J + 13	J + 10	
Mauritania	J + 2		
Niger	J + 21		
Nigeria	J + 11	J +	
Senegal	J + 17		
Sierra Leone	J + 14	J + 28	
Somalia	J + 18	J + 17	
Tanzania	J + 25	J + 7	
Uganda	J + 18	J + 10	
Zambia	J + 13	J + 7	1 *

* Nombre de liaisons hebdomadaires
Number of weekly connections
J = D (days)

TANZANIA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail routeing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 16	J + 10	
Burkina Faso	J + 21	J + 12	
Central African Rep.	J + 20	J + 14	
Côte d'Ivoire	J + 17	J + 10	
Gabon	J + 17		
Ghana	J + 31	J + 9	
Liberia	J + 20	J + 20	
Mauritania	J + 17		
Mozambique	J + 20	J + 7	
Niger	J + 10	J + 13	
Senegal	J + 30		
Sierra Leone	J + 33	J + 21	

CHAD

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 51		
Botswana	J + 65		
Burkina Faso	J + 17		
Burundi	J + 25		
Comores	J + 27	J + 17	
Côte d'Ivoire	J + 61	J + 8	
Egypt	J + 38		
Ethiopia	J + 33		
Madagascar	J + 35	J + 7	
Mali	J + 53	J + 3	
Niger	J + 53	J + 3	
Nigeria	J + 18		
Rwanda	J + 22		
Somalia	J + 35		
Tanzania	J + 33	J + 7	
Tunisia	J + 18	J + 8	
Uganda	J + 70		
Zambia	J + 25		

* Nombre de liaisons hebdomadaires
Number of weekly connections

J = D (days)

TUNISIA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Burkina Faso	J + 23	J + 17	
Burundi	J + 20	J + 17	
Cameroon	J + 26		
Congo	J + 22	J + 16	
Gabon	J + 33		
Ghana	J + 22	J + 17	
Kenya	J + 30	J + 17	
Madagascar	J + 29	J + 20	
Mozambique	J + 25	J + 20	
Niger	J + 21	J + 17	
Nigeria	J + 28	J + 17	
Rwanda	J + 20	J + 21	
Tanzania	J + 20	J + 20	
Uganda	J + 29	J + 22	
Zambia	J + 27	J + 21	

UGANDA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Algeria	J + 18	J + 11	
Burkina Faso	J + 16		
Burundi	J + 12	J + 11	
Cape Verde	J + 21		
Central African Rep.	J + 26	J + 23	
Congo	J + 31	J + 21	
Djibouti	J + 13		
Ghana	J + 17	J + 15	
Kenya	J + 12	J + 11	
Lesotho	J + 13		
Malawi	J + 13		
Mauritania	J + 23		
Mozambique	J + 22		
Rwanda	J + 9	J + 8	
Sierra Leone	J + 25		
Somalia	J + 15		
Swaziland	J + 25	J + 28	
Zambia	J + 17	J + 25	
Zimbabwe	J + 10	J + 25	

* Nombre de liaisons hebdomadaires/
Number of weekly connections

J = D (Days)

ZAMBIA

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total mail routeing and Delivery Time		Remarks
	1987	1986	
Angola	J + 16		
Botswana	J + 11	J + 7	1 *
Cameroon	J + 15		
Congo	J + 22	J + 26	
Ghana	J + 14		
Guinea	J + 31	J + 12	
Equatorial Guinea	J + 33		
Lesotho	J + 14	J + 36	
Liberia	J + 14	J + 36	
Madagascar	J + 31	J + 29	
Malawi	J + 10	J + 8	2 *
Mali	J + 25	J + 33	
Mauritania	J + 24		
Niger	J + 35	J + 22	
Swaziland	J + 13	J + 6	1 *
Tanzania	J + 15	J + 9	1 *
Tunisia	J + 19	J + 12	

Nombre de liaisons hebdomadaires/
Number of weekly connections

J = D (days)

ZIMBABWE

Pays de destination/ Country of Destination	Délai total d'acheminement et de distribution/Total Mail Routeing and Delivery Time		Remarks
	1987	1986	
Cameroon	J + 25		
Congo	J + 26		
Côte d'Ivoire	J + 11		
Ethiopia	J + 10		
Malawi	J + 12	J + 5	
Mali	J + 21		
Mozambique	J + 11	J + 15	
Niger	J + 13	J + 14	
Uganda	J + 11	J + 5	